



# T

## *Technical*

The August Transition Quarterly Program Management Review (TQPMR) integrated the Space Shuttle Program's (SSP) T&R (Transition and Retirement) efforts into the mainline SSP activities. This puts T&R into a position to work more closely with Shuttle project offices for closeout. Future T&R reviews are expected to be integrated in the SSP PMRs.

# I

## *Informational*

**ACTIVE LISTENING** is important during periods of change. Here are a few things to remember when communicating with your team:

1. Give the other person your full attention
2. Encourage him / her to talk
3. Clarify what you are hearing for accuracy
4. Mention the feelings you are sensing and indicate you understand
5. Summarize the total message you have heard – both facts and feelings

# P

## *Personal*

**WHAT IS STRESS?** Stress is the body's physical, emotional, and psychological response to any demand. It is generally perceived mentally as pressure or urgency to respond, which is experienced as mental strain. Stress is associated with the more primitive survival "fight or flight" response.